



## JOB DESCRIPTION

Position Title: **Specialist**

Working Title: **Assistant Veteran Service Officer**

Class Code: **5304**

Non-Exempt

EEO Code: **05**

Effective Date: **August 30, 2002**

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### **Major Function**

Technical work assisting and advising veterans in matters pertaining to their rights and benefits under relevant federal and state statutes.

### **Essential Functions**

*Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Interviews and counsels veterans and their dependents. Assists veterans in completing appropriate claim forms with the Veteran's Administration to secure any benefits to which they might be entitled under federal, state and local statutes.

Assists claimants in the appeal of adverse decisions by the Veteran's Administration, as well as assisting pension recipients with annual income questionnaires. Provides assistance, as needed on the division's annual budget preparation, various reports, and correspondence.

Maintains the current rules, regulations and interpretations relating to veteran benefits.

Maintains contact with veteran groups within Seminole County.

Performs other duties as assigned or as may be necessary.

### **Minimum Qualifications**

Through knowledge of Title 38 of the United States Code, public laws and rules affecting veteran's benefits, as well as applicable Florida Statutes. Considerable knowledge of eligibility requirements inclusive of all service connected and non-service connected benefits, and proper methods, forms and processes.

Ability to interpret various federal and state statutes. Ability to establish and maintain effective working relationships with veterans, their dependents, veteran organizations, nursing homes, and the general public.

Skilled in the techniques of interviewing and counseling.

Associate's Degree in a related field and one (1) year experience in vocational guidance, interviewing, or related experience involving extensive work with the public.

*A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

### **Working Conditions**

The work environment for this position is a general office setting. The incumbent performs most job duties either sitting at a desk, table or workstation. Incumbents in this position would be exposed to radiant energy from a personal computer.

